

## The new pod team model of care at Moreton ATSICHS Caboolture clinic

### Summary

#### What we are doing...

- MATSICHS Caboolture's vision for the future is to build a strong and vibrant community by providing comprehensive, culturally responsive and high-quality primary healthcare to support clients' in their health journey
- Over the last 7 years we have achieved a great deal, but our community is growing; we need to not only keep up but continue to improve the care we provide
- We know that connectivity and relational care is integral to achieving this
- In the Pod model, a core team of health providers (a Pod) work closely together alongside clients and their families, at every visit and throughout their health journey over the long term.
- The Pod model builds on our previous system of care so that everyone in your Pod team can get to know your story better, and communicate and work better together to support you on your health journey

#### What we have learnt so far....

What staff told us about the pod model:

- communication between health staff about clients' needs is better
- relationships between staff and clients is stronger.
- sharing client care means that staff can better use their skills and experience
- health professionals work better together, especially with social health
- "...the idea of having the Pod system where we see the same people over and over again, you build up a strong rapport and relationship with those clients."

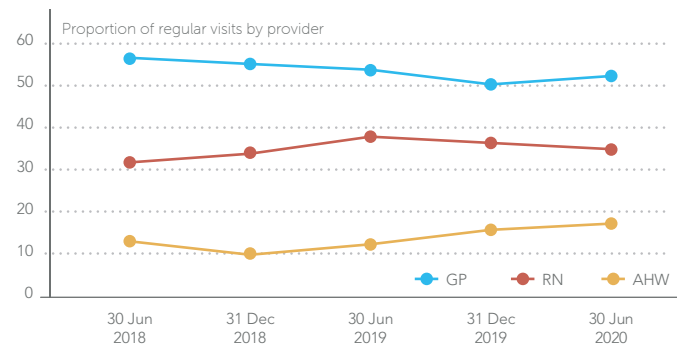
What clients told us about the Pod model:

- that they connect and feel like they belong through relationships; the clinic is a place to connect with mob
- staff connect with them as an Aboriginal person and treat them in a propa way.
- staff support them on their health journey and know their story
- their care is better now that they see more of the same staff
- the clinic is a more welcoming place and reception staff take care of them.

*"It's a good place to yarn up. It's a good place to connect, and know who's here, and who from other areas and different mob that are here. It's a good yarning up place"*

#### How have services and care changed?

##### Working together with the pod team



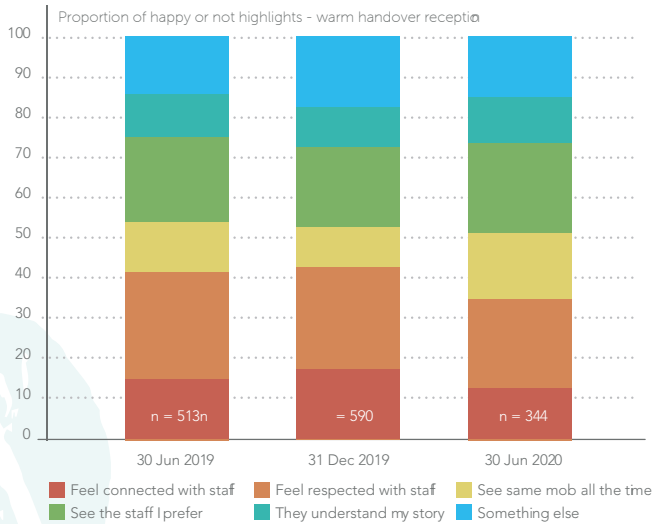
- Clients are now with a Pod team: 90%
- Clients spend more time with the Aboriginal Health Workers

##### Access

- 37% of mob in Caboolture area are regular clients at Caboolture clinic (
- The number of services per client per year: 8.6 (June 2018) 11.1 (June, 2020)



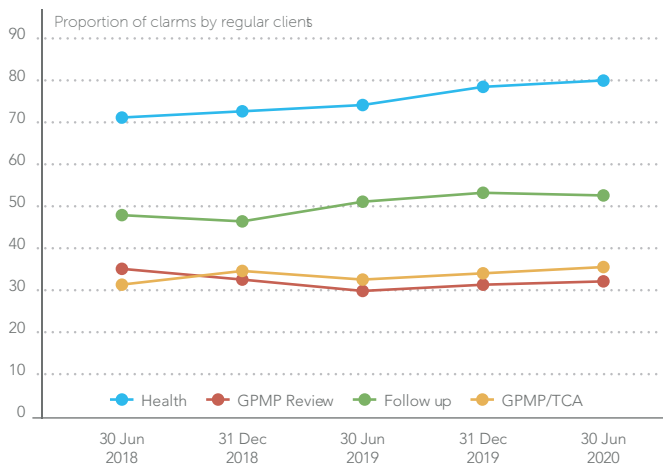
## Relationship and connection



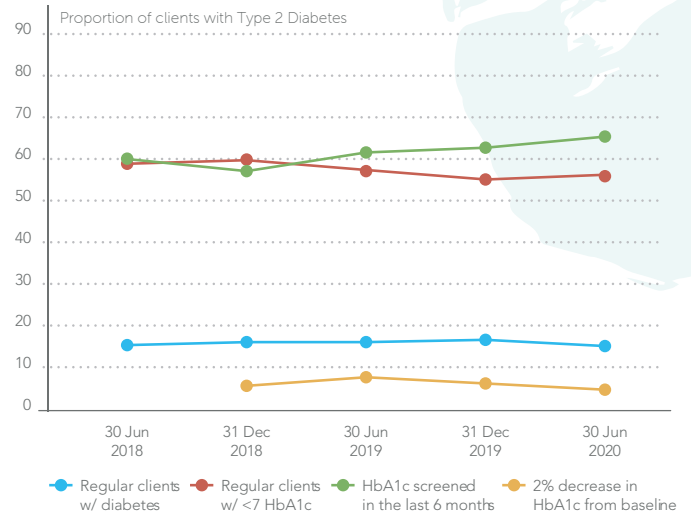
- 75% of clients reported they were satisfied with the service at Caboolture clinic
- Between 700-1300 responses per time period



### Providing care our client's need on their health journey



Our clients' health and wellbeing: an example for  
 Want more information? Contact your local clinic:  
[www.iuih.org.au/find-a-clinic/](http://www.iuih.org.au/find-a-clinic/)



- Management of diabetes has been steady and maybe even improving a little – and this was even with the COVID 19 pandemic causing major disruption to delivery of services

### What can we learn from other examples of the Pod model?

- These models are being trialled in the US, UK, Canada and now in Australia
- Nuka Alaska is the only one developed by and for First Nation's People
- Leadership, building relationships and time is important for change and improvements in care
- There is much more to learn about how to bring about changes to services, like the Pod model, and how this can help mob have strong and healthy lives

### What is happening next?

These are some of the changes we have made based on what we have learnt so far:

- Aboriginal health workers guide new clients in choosing a Pod team that best suits their needs.
- the social health team works more closely with Aboriginal health workers.
- clients have more follow-up contact with the same Pod team outside the clinic.

We have also been awarded a grant to continue study and understand how we can improve the Pod model to support our community healthy, connected and strong.